



IT'S ABOUT YOU

STATE OF CALIFORNIA'S



EMPLOYEE  
ASSISTANCE  
PROGRAM

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## WELCOME TO THE STATE OF CALIFORNIA'S EMPLOYEE ASSISTANCE PROGRAM

As a State of California employee, you and your eligible dependents have access to a statewide Employee Assistance Program (EAP). This program is provided by the State of California as part of the State's commitment to promoting employee health and well being. Offered at no charge to you, the EAP provides a valuable resource for support and information during difficult times, as well as consultation on day-to-day concerns. The EAP is an assessment, short-term counseling and referral service designed to provide you and your family with assistance in managing everyday concerns.

Circumstances at home can spill over into your work life, just as difficulties on the job can affect relationships at home. If left unattended, issues that were once minor can become more serious and have a negative impact both at home and at work.

When times get tough, most of us can benefit from talking through our problems with someone who is objective. Experienced. Someone who can help us sort things out... a professional who will listen in confidence and help us find a good solution.



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## FREQUENTLY ASKED QUESTIONS

### **What is an EAP?**

An Employee Assistance Program – or EAP – is a program designed to help you cope with emotional health, family and other personal problems. Employers provide an EAP to help their employees be happy, healthy and productive.

### **Who provides the help?**

An MHN intake specialist or counselor provides your initial assessment. Depending on your needs, we may refer you to a network psychologist, social worker, marriage and family counselor, financial advisor, lawyer, child-care or eldercare provider or other trusted professional.

### **Will I have to pay for services?**

No. Your employer pays for your EAP services. There are no copayments, deductibles, or co-insurance payments, and you will not be liable to an MHN provider for any fees covered by your EAP. You will only be responsible for payment if you opt for services not covered by the EAP or choose a provider outside MHN's network.

### **Are EAP services confidential?**

Yes. Your privacy is important to us. MHN abides by state and federal mandates governing confidentiality, and your identity is protected by law.

### **How do I get help?**

Simply call the (866) EAP-4SOC (866-327-4762). An experienced intake specialist will promptly answer your call. Based on your needs, the specialist will either provide a referral to a counselor or consultant, or connect you with one.

### **When should I seek help?**

The right time to seek help for a problem is as soon as possible, before it becomes critical. You can call any time, 24 hours a day, 7 days a week.



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## CLINICAL COUNSELING

Call your EAP any time for help with emotional health issues. A qualified intake specialist will assess your needs and connect or refer you to a professional who can help. We are available 24 hours a day, seven days a week to help you with:

- » Marriage, family and relationship issues
- » Stress and anxiety
- » Depression
- » Grief and loss
- » Anger management
- » Domestic violence
- » Alcohol and drug dependency
- » Other emotional health issues

The type (telephonic or face-to-face) and number of visits to which you and your eligible dependents are entitled are listed on page 6.

## WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:

**Childcare and eldercare assistance** – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

**Financial services** – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues

**Legal services** – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and your employer or MHN)

**Identity theft recovery services** – Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized

**Daily living services** – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services)



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## ONLINE MEMBER SERVICES

Access helpful information and powerful emotional health and work-life tools online. You can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find helpful tips, tools and articles

To access these services, go to: **eap4soc.mhn.com** and register with your company access code (listed below).

For a referral to a counselor, you will be prompted to supply additional information.

## IT'S ABOUT YOU

At MHN, we're committed to understanding your unique needs and helping you manage a broad range of challenges – from everyday hassles to serious emotional health issues. Whether you need a simple helping hand or a whole new lifestyle, we're here to help.

When's the right time to seek help? *Before* a problem turns critical.

**Call toll-free 24 hours a day, seven days a week:**

**(866) EAP-4SOC**

**(866) 327-4762**

TDD callers, please dial: (800) 327-0801

or visit us at:

**eap4soc.mhn.com**

and register with the access code: **soc**



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## ELIGIBILITY

Active State employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include: natural, adopted or step-children who are under the age of 23. Children of any age who are incapable of self-sustaining employment due to a mental or physical disability are also eligible. Dependent children in the military are not eligible.

Depending on your employment category, you are eligible for the number of sessions listed in the eligibility levels grid below.

Please note that when both spouses/registered domestic partners are State employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.



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Employment Category	Counseling Sessions Per Year (July 1 - June 30)
<b>Level 1</b> Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory and confidential employees of the California Highway Patrol. Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other department. Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06). Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08) including seasonal and intermittent firefighters.	» 7 sessions per problem type for employee » 7 sessions per problem type for spouse or registered domestic partner » 7 sessions per problem type total for dependent children, not including the employee and spouse
<b>Level 2</b> All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshall), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above).	» 3 sessions per problem type total for employee, spouse or registered domestic partner, and dependent children
<b>Level 3</b> All other employees.	» 3 sessions total for employee » 3 sessions total for spouse or registered domestic partner, and dependent children

### Exceptions:

- » Retirees covered by Level 1 services may use EAP for 90 days after the date of retirement, as may CHP employees who were covered by Level 2.
- » Surviving family members of employees who had Level 1 benefits, and family members of CHP employees who had Level 2 benefits may use EAP services for six months after the death of an employee.
- » Eligibility for EAP services for surviving family members of all other employees stops at the end of the month after the month the death occurred.
- » Excluded employees and those in Bargaining Units 1, 3, 4, 11, 15, 20 and 21 are allowed to receive a six-month extension to their EAP benefit following layoff from State Service. The extension is for time only and not an increase in benefits or visits.



If you have a complaint or dispute about MHN's services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online at [www.mhn.com](http://www.mhn.com), or submit a complaint in writing to:

MHN  
Appeals & Grievances Department  
P.O. Box 10697  
San Rafael, CA 94912

Complaints are acknowledged within five business days and submitted for resolution to the appropriate department.

## EVIDENCE OF COVERAGE AND DISCLOSURE

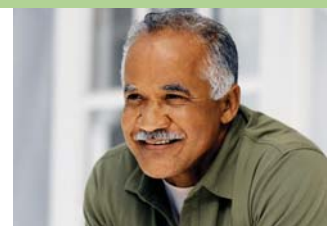
To see a detailed description of your EAP benefits in MHN's Combined Evidence of Coverage and Disclosure Form (EOC), please review the EOC, available through your benefits department. You may also contact MHN at the number in this brochure for a copy of the EOC (California members only).

MHN is a licensed California specialized health care service plan. The Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first telephone MHN at the number in this brochure, and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by MHN, or a grievance that has remained unresolved for more than 30 days, you may call the Department. You may also be eligible for an Independent Medical Review ("IMR"). If you are, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services.

The Department has a toll-free telephone number (1-888-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet website (<http://www.hmoHELP.ca.gov>) has grievance forms, IMR application forms and instructions online.

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